

### Governor

The Honorable Jeremiah W. (Jay) Nixon

### Department of Insurance, Financial Institutions and Professional Registration

John M. Huff, Director

### Division of Professional Registration

Jane A. Rackers, Director

### State Committee of Psychologists

Mark Kinder, Ph.D., Chair  
Cape Girardeau, Missouri

Mark Skrade, Psy.D., Secretary  
Rogersville, Missouri

Patrick Maloney, Ph.D., Member  
St. Louis, Missouri

Deborah Onken, Ph.D., Member  
St. Louis, Missouri

Sharon Lightfoot, Ph.D., Member  
St. Louis, Missouri

Nancy O'Reilly, Psy.D., Member  
Rogersville, Missouri

Vacant - Member Position

Vacant - Public Member Position

### Staff

Pamela Groose, Executive Director  
Roxy Brockman, Administrative Assistant  
Hollie Sheller, Processing Technician II  
Terrie Miller, Processing Technician II

3605 Missouri Boulevard, P.O. Box 1335

Jefferson City, MO 65102

(573) 751-0099

(573) 526-0661 Fax

(800) 735-2966 TTY

URL: [pr.mo.gov/psychologists](http://pr.mo.gov/psychologists)

E-mail: [scop@pr.mo.gov](mailto:scop@pr.mo.gov)

## DIVISION OF PROFESSIONAL REGISTRATION

# STATE COMMITTEE of PSYCHOLOGISTS

## COMMENTS FROM THE CHAIR

by Mark Kinder, Ph.D., Chair

Greetings from the members of the State Committee of Psychologists. As an update, I believe that there have been no new appointments to the committee in over two years, but some of the current members' terms are expiring soon and there is a professional position vacant as well as the public member position. If you have an interest in the business of psychology in the state of Missouri, I encourage you to look into becoming a committee member. I think you'll find it quite rewarding.



SCOP has been involved in some new directions in addition to the usual responsibilities of credentialing and handling complaints. The committee has assisted with the oversight and assisted in the development of the Behavior Analysts Advisory Board. This body has worked very hard to standardize the credentials and training of behavior analysts in the State of Missouri. Through their efforts, behavior analysts' services are now reimbursable. Special recognition goes to Mark Skrade and Sharon Lightfoot, along with the committee office staff. Mark Skrade and Sharon Lightfoot played a large role in the development of the Behavior Analysts rules. Mark Skrade has taken on the additional role of Behavior Analysts Advisory Board meetings. He has attended these extra meetings for the past 12 months. Kudos to the committee office staff as well, as they have taken on the additional administration of this board and group of newly designated professionals.

The main reason that prompted my writing this issue of 'COMMENTS FROM THE CHAIR' is to recognize the previous committee chair. Brick Johnstone was first appointed to the committee in 2000. He served over 10 years on the committee, much of it as chair. During the biggest period of his time on the committee, he was also chairman of his Department of Health Psychology at the University of Missouri Hospital and Clinics in Columbia. Since Brick was in Columbia and "accessible," he has performed services to the committee outside of the committee meetings. He was invaluable to the Division throughout the development of the language of HB1311 as well as the passage of that bill adding the Behavior Analyst Advisory Board within the State Committee of Psychologists. He has become a "go to" expert witness for several topics and remains so. Brick's manner with individuals appearing before the board was to always show them respect and simultaneously ensure the highest standards of psychology. Over the nearly four years our terms overlapped, I greatly appreciated his leadership on the board. Maybe more importantly, he has assumed the role of mentor of myself and new board members in order to prepare us to carry on the work he has done so well. Thanks Brick for your leadership, time, and commitment to the field.

SCOP

# 2012 DATES TO REMEMBER

---

April 11, 2012	Jurisprudence Examination	Jefferson City
April 24, 2012	Missouri sponsored APA workshop	Independence
April 26, 2012	Missouri sponsored APA workshop	St. Louis
May 10, 2012	Jurisprudence Examination	Jefferson City
June 14, 2012	Committee Meeting	Kansas City
June 15, 2012	Jurisprudence Examination	Kansas City
June 15, 2012	Oral Examinations	Kansas City
July 11, 2012	Jurisprudence Examination	Jefferson City
August 8, 2012	Jurisprudence Examination	Jefferson City
September 20, 2012	Committee Meeting	St. Louis
September 21, 2012	Jurisprudence Examination	St. Louis
September 21, 2012	Oral Examinations	St. Louis
October 11, 2012	Jurisprudence Examination	Jefferson City
November 15, 2012	Jurisprudence Examination	Jefferson City
December 13, 2012	Committee Meeting	Kansas City
December 14, 2012	Jurisprudence Examination	Kansas City
December 14, 2012	Oral Examinations	Kansas City



## KNOW YOUR BOARD MEMBERS



**MARK KINDER, PH.D., Chair**  
Cape Girardeau, MO  
Appointed: May 3, 2007



**DEBORAH ONKEN, PH.D.**  
St. Louis, MO  
Appointed: July 30, 2009



**MARK SKRADE, PSY.D., SECRETARY**  
Rogersville, MO  
Appointed: August 19, 2009



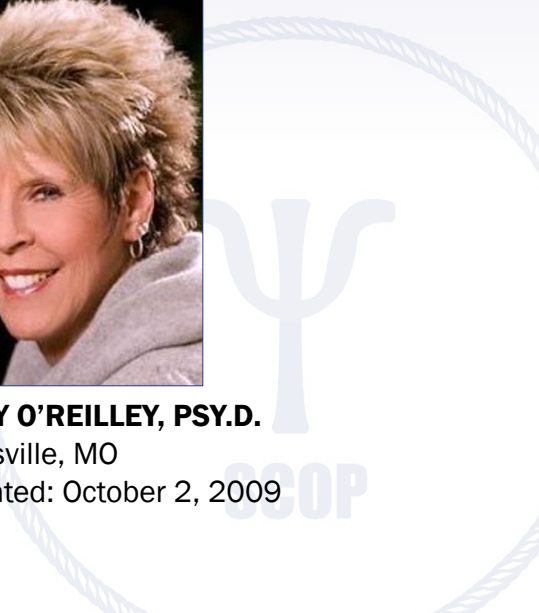
**SHARON LIGHTFOOT, PH.D.**  
St. Louis, MO  
Appointed: August 26, 2009



**PATRICK MALONEY, PH.D.**  
St. Louis, MO  
Appointed: July 30, 2009



**NANCY O'REILLEY, PSY.D.**  
Rogersville, MO  
Appointed: October 2, 2009





# MAINTENANCE AND RETENTION OF RECORDS: ISSUES RELATED TO STATE COMMITTEE DELIBERATIONS AROUND COMPLAINTS

**Patrick Maloney**, Ph.D., State Committee Member



Since my appointment to the state committee, I have observed that a common theme during discussions around complaints relates to the quality of records that are submitted to the committee for review when psychologists respond to client/consumer complaints. The guidelines around Maintenance and Retention of Records are contained in: **Title 20—DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND PROFESSIONAL REGISTRATION, Division**

**2235—State Committee of Psychologists, Chapter 5—Rules of Conduct, 20 CSR 2235-5.030 Ethical Rules of Conduct, (4) Maintenance and Retention of Records.** A copy of this section of the Rules is included [here](#).

In summary, the copies of records that are submitted often fail to conform to many of the standards set forth in the rules. In many cases, the records that are submitted are not adequately comprehensive. Under section 4. (A) the rules specify fourteen (14) separate requirements relating to the types of data that must be elements of a record documenting interaction between psychologists and their clients. Several of these 14 dimensions seem to have a higher incidence of being omitted, or not adequately documented, in records. The specific criteria that most often seem to be problematic include:

## **2. The presenting problem(s) or purpose or diagnosis.**

Many records have very limited information about subjective and objective information around presenting complaints that constitute the basis for the diagnoses and the reason the

client is entering treatment. Diagnoses are often global (“Dx is depression”) rather than specific (“296.21-Major Depressive Disorder, Single Episode, Mild”) and do not contain relevant multi-axial information such as health status, prior and current levels of functioning, etc.



# EPPP FEE TO INCREASE



The Association of State and Provincial Psychology Boards announced in 2011 that the fee for each candidate to sit for the Examination for Professional Practice in Psychology (EPPP) will increase to \$600.00 on March 1, 2013. The current fee of \$450 has been in effect since 2001.

# NOTICE

## NEW ELECTRONIC NEWSLETTERS



In an effort to cut down on expenses and save resources, this newsletter is only available in electronic format.

Please update any changes to your email address on our website or fax to (573) 526-0661 or e-mail to [scop@pr.mo.gov](mailto:scop@pr.mo.gov)

### 3. Any assessment including test results or other evaluative results obtained and any basic test data from which they were derived.

Basic test data (e.g., response sheets) are often not retained in the record. "Template summaries" generated by computer software may not include all of the appropriate subscale and normative data relevant to the narrative and the test results may not clearly relate to the individual client.

### 4. The date and description of each contact or service provided or pertaining to the client.

Comprehensive descriptions of the contact and service (e.g., date of service, duration of interaction, type of intervention/service) are often lacking and do not allow the committee to be confident they fully understand the scope and focus of the interaction with the client.

### 5. The nature, type and goals of any psychological interventions.

Specifying the types of interventions that are being employed, and unambiguous statements of short-term goals (e.g., "Client will reduce hand washing while at work, unrelated to toileting, from an average of 18 times daily to 12 times daily prior to next appointment in two weeks.") and long-term/discharge goals are often not included in the Record.

### 6. The fee arrangement and documentation of discussion with client prior to initiation of services.

and...

### 11. Records shall contain data relating to financial transactions between the psychologist and client, including fees assessed and collected.

Specifying **all** elements of the fee arrangements (e.g., rates by service type, copay expectations, No Show fees, record duplication

fees, whether or not secondary insurance is accepted, etc.) **prior** to starting treatment, and having the client, or responsible person, document their understanding is important since misunderstandings around fees are often elements within complaints. It is essential to have a billing system that can accurately track (and retrieve) every charge, payment, and adjustment during the course of treatment.

Failure to document informed consent, releases, and who the custodian(s) is (are) when treating minors also are key areas that place the psychologist in a difficult position during complaint hearings.

It is important to note that the Chapter 5 Rules of Conduct, (4) Maintenance and Retention of Records represents the **minimum** standard in this important area and additional attention to, or detail in, documentation may be a benefit for both the psychologist and their client. Contracts with managed care companies or institutional policies may require additional, or different, types of documentation. The American Psychological Association (APA) also has a standard (Standard 6: Record Keeping and Fees) in the "APA Ethical Principles of Psychologists and Code of Conduct, 2010 Amendments" that can provide an additional perspective on record keeping and Fees. These additional types of requirements, or perspectives, may aid in interpretation, but do not replace the Missouri Chapter 5 Rules of Conduct. If there are areas of disagreement, the Missouri Rules within the Psychology Practice Act prevail and must be followed.



**Title 20—DEPARTMENT OF INSURANCE,  
FINANCIAL INSTITUTIONS AND  
PROFESSIONAL REGISTRATION  
Division 2235—State Committee of Psychologists  
Chapter 5—Rules of Conduct**

**20 CSR 2235-5.030 Ethical Rules of Conduct**

*PURPOSE: This rule complies with section 337.050, RSMo which allows the committee through the division to promulgate ethical principles governing the practice of psychology.*

**(4) Maintenance and Retention of Records.**

(A) The psychologist rendering professional individual services to a client (or a dependent), or services billed to a third party payer, shall maintain professional records that include:

1. Name of the client and other identifying information such as address, telephone number, age, and/or sex;
2. The presenting problem(s) or purpose or diagnosis;
3. Any assessment including test results or other evaluative results obtained and any basic test data from which they were derived;
4. The date and description of each contact or service provided or pertaining to the client;
5. The nature, type and goals of any psychological interventions;
6. The fee arrangement and documentation of discussion with client prior to initiation of services;
7. A copy of all test or other evaluative reports prepared as part of the professional relationship;
8. Notation and results of formal consults with other providers;
9. Notation of referrals given or recommended to the client;
10. Any releases executed by the client;
11. Records shall contain data relating to financial transactions between the psychologist

and client, including fees assessed and collected;

12. Written informed consent must be obtained concerning all aspects of services including assessment and therapy;

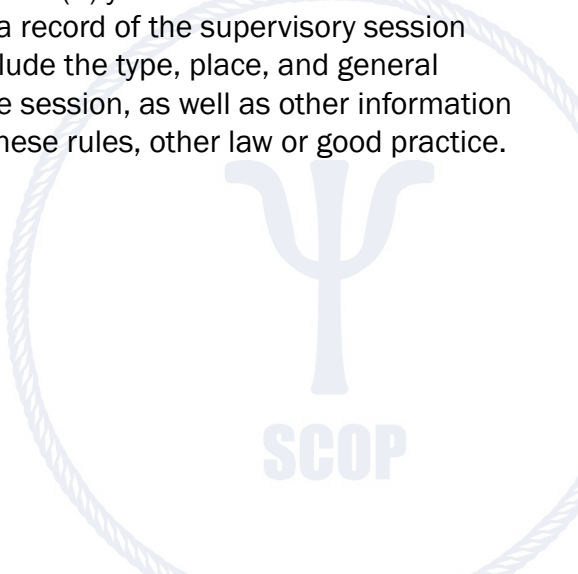
13. A provisionally licensed psychologist must include on the informed consent the fact that the provisional licensee is working under the supervision of a licensed psychologist. The informed consent form must identify the supervising psychologist; and

14. Entries in the records must be made within ten (10) days following each consultation or rendition of service. Entries that are made after the date of service must indicate the date entries are made, as well as the date of service.

(B) To meet the requirements of these rules, but not necessarily for other legal purposes, the psychologist shall assure that all data entries in the professional records are maintained for a period of not fewer than five (5) years after the last date of service rendered, or not less than the time required by other regulations, if that is longer.

1. The psychologist shall store and dispose of written, electronic and other records in such a manner as to ensure their confidentiality. The psychologist shall maintain the confidentiality of all psychological records in the psychologist's possession or under the psychologist's control except as otherwise provided by law or pursuant to authorization of a client specifically requesting or authorizing release or disclosure of the client's psychological records; and

2. For each person professionally supervised, the psychologist shall maintain, for a period of not less than five (5) years after the last date of supervision, a record of the supervisory session that shall include the type, place, and general content of the session, as well as other information required by these rules, other law or good practice.



# DISCIPLINARY ACTIONS

Taken between February 1, 2010 and December 31, 2011

**Richards, Valerie**  
Hermitage, MO

Effective: 02/24/2010  
Probation: 5 years

**Reason:** Between March 6, 2005 and January 3, 2007 licensee was arrested for the class C felony of possession of methamphetamine. On December 15, 2006 licensee was sentenced to five (5) years incarceration, sentence was suspended and placed on probation and ordered to complete one-hundred (100) hours of community service. Following the January 3, 2007 arrests the probation was revoked and licensee was sentenced to three (3) years incarceration. On April 6, 2007 licensee entered guilty pleas to charges in 2007 and was sentenced to five (5) years incarceration. From October 18, 2007 to April 3, 2008 licensee participated in and successfully completed an outpatient substance abuse treatment program.

---

**Fiebiger, Robert W**  
Dittmer, MO

Effective: 04/15/2010  
Revoked

**Reason:** Licensee failed to comply with terms of previous order.

---

**Matthes, Garth W**  
Kansas City, MO

Effective: 05/18/2010  
Voluntary Surrender

**Reason:** Licensee violated professional trust or confidence which is in violation of 337.035.2(13)RSMo, failed to keep complete records which violates Rule 20 CSR 2235-5.030(4)(A), maintained multiple relationships which violates Rules 20 CSR 2235-5.030(6) and (11).

---

**Matthes, Sandra A**  
Kansas City, MO

Effective: 05/18/2010  
Voluntary Surrender

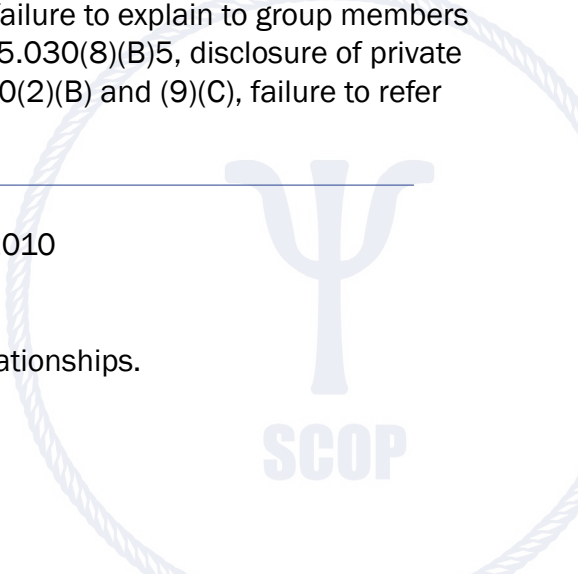
**Reason:** Licensee violated professional trust or confidence which is in violation of 337.035.2(13)RSMo, failed to keep complete records which violates Rule 20 CSR 2235-5.030(4)(A), maintained multiple relationships which violates Rules 20 CSR 2235-5.030(6) and (11), failure to explain to group members access to confidential information which violates Rule 20 CSR 2235-5.030(8)(B)5, disclosure of private information without written consent violates Rule 20 CSR 2235-5.030(2)(B) and (9)(C), failure to refer violates Rule 20 CSR 2235-5.030(7)(B).

---

**Lee, Karen**  
Decatur, IL

Effective: 06/08/2010  
Censure

**Reason:** Violated regulation 20 CSR 2235-5.030(6)(C) prohibited relationships.





## CONTINUED...

**Marr, Carl Stanley**  
Lee's Summit, MO

Effective: 03/07/2011  
Probation: 5 years

**Reason:** Violated 20 CSR 2235-5.030(6)(C), 20 CSR 2235-5.030(7)(E) and 337.035, 2.(5) (6) (13) and (15)

**May, Janice**  
Mansfield, MO

Effective: 03/15/2011  
Censure

**Reason:** Violated 20 CSR 2235-5.030(6)(C) 1. and 337.035, 2., (6) and (15)

**Bernard, Carole**  
Elmhurst, IL

Effective: 06/23/2011  
Revoked

**Reason:** Licensee violated terms of discipline.

**Martin, Nanette**  
Tulsa, OK

Effective: 06/23/2011  
Revoked

**Reason:** Licensee violated terms of discipline.

**Fontana, John**  
Herculaneum, MO

Effective: 07/08/2011  
Probation: 2 years

**Reason:** Licensee administered inappropriate and out-of-date tests, administered abbreviated tests first then the full tests later when the full tests should have been administered initially, failed to limit his practice to areas in which he was competent, failed to discover that he should use certain tests and forms for the type of evaluation he performed and failed to refer a client to another professional.

## CURRENTLY DISCIPLINED PSYCHOLOGISTS

**Richards, Valerie**

Probation: 02/24/2010 to  
02/24/2015

**Marr, Carl**

Probation: 03/07/2011 to  
03/07/2016

**Fontana, John**

Probation: 07/08/2011 to  
07/08/2013

## COMPLAINT STATISTICS

7/1 to 6/30	FY02 01-02	FY03 02-03	FY04 03-04	FY05 04-05	FY06 05-06	FY07 06-07	FY08 07-08	FY09 08-09	FY10 09-10	FY11 10-11
<b>Complaints</b>	37	37	45	25	34	35	50	28	32	10
<b>Disciplined</b>	1	2	4	14	4	2	3	4	7	11



## MESSAGE FROM THE EXECUTIVE DIRECTOR

### Psychology programs and organizations:



I am available to come to your Psychology programs and talk with the students regarding procedures to obtain provisional and full licensure.

Organizations, I am available to attend

your meetings to talk with members and answer questions. Please call me at (573)751-0099 or e-mail: [pam.groose@pr.mo.gov](mailto:pam.groose@pr.mo.gov) to set up a date and time.

*Pamela Groose*

## VISIT OUR WEB PAGE



Go to [pr.mo.gov/psychologists](http://pr.mo.gov/psychologists) to view the State Committee of Psychologists' web page.

You will find information relating to the following:

- Current committee members
- Staff Members
- Upcoming meeting and examination dates
- Open meeting minutes
- Psychology laws and rules
- Draft of pending rules
- Related links
- Psychology News (sign up)

### OTHER PLACES TO VISIT ON THE WEB:

CPQ - [www.asppb.org/CPQ](http://www.asppb.org/CPQ)

ASPPB - [www.asppb.org](http://www.asppb.org)

National Register - [www.nationalregister.com](http://www.nationalregister.com)

MOPA - [www.mopsych.org](http://www.mopsych.org)

APA - [www.apa.org](http://www.apa.org)



## IMPORTANT NOTE

Please keep the State Committee of Psychologists informed of your current e-mail address as many notifications will come to you via e-mail notices. You can add or change your e-mail using the [Change of Address form](#) on the website.

# THINGS TO KNOW

**ADDRESS CHANGE:** All licensees are required to notify the State Committee of Psychologists within 30 days of an address change. The notification can be submitted in writing to the State Committee of Psychologists, P.O. Box 1335, Jefferson City, Missouri 65102, by fax to (573) 526-0661, by telephone to (573) 751-0661 or go to our website and [complete the Change of Address Form](#).

**DUPLICATE LICENSE:** Licensees can be issued a duplicate renewal license by submitting a written request to the State Committee of Psychologists, P.O. Box 1335, Jefferson City, Missouri 65102 or by fax to (573) 526-0661.

**WALL-HANGING LICENSE:** Licensees can request a duplicate wall-hanging license by submitting an Application for Duplicate Wall Hanging License to State Committee of Psychologists, P.O. Box 1335, Jefferson City, Missouri 65102. A \$25.00 fee made payable to the State Committee of Psychologists must accompany the completed

form. This duplicate wall-hanging license will not be an exact duplicate of the original. Contact our office for further explanation.

**HSP CERTIFICATION:** Licensees must request an application packet from the State Committee of Psychologists. Completed application with required fee of \$100.00 must be mailed to the State Committee of Psychologists, P.O. Box 1335, Jefferson City, Missouri 65102.

**LICENSURE VERIFICATION TO ANOTHER STATE:** Licensees must submit the required verification/certification form from the state in which licensure is being requested along with the required \$25.00 fee to the State Committee of Psychologists, P.O. Box 1335, Jefferson City, Missouri 65102.

**RENEWALS:** Renewals are mailed to all current licensees in October of each odd numbered year. Renewals are mailed to the most current address on file with the State Committee of Psychologists. The renewal license will be valid

for 2 years, February 1 to January 31.

## **MASTER'S DEGREE TO DOCTORAL DEGREE**

**PSYCHOLOGISTS:** Section 337.090 of the Psychology Practice Act states in part . . . "Any person licensed on the basis of a master's degree who has then earned a doctoral degree may use the title "doctor" or hold himself out in his practice as a psychologist as having a doctoral degree so long as it is from an accredited institution of higher education and so long as the degree is relevant to the practice of psychology."

Licensees who have obtained a doctoral degree after being licensed based upon the master's degree can submit evidence of the doctoral degree to the State Committee of Psychologists and it will be added to the permanent record. Licensees who wish to have their license record upgraded to reflect that they are licensed at the doctoral level must submit evidence of the degree and request in writing a Committee review and upgrade.

Please send your comments/suggestions regarding the Newsletter to:  
Executive Director, State Committee of Psychologists,  
P.O. Box 1335, Jefferson City, Missouri 65102

Or you can e-mail: [pam.groose@pr.mo.gov](mailto:pam.groose@pr.mo.gov) or to [scop@pr.mo.gov](mailto:scop@pr.mo.gov)  
Your comments/suggestions are welcomed and encouraged.

Go to [pr.mo.gov/psychologists](http://pr.mo.gov/psychologists) and complete the change of address form.

## STATE COMMITTEE OF PSYCHOLOGISTS MISSION STATEMENT

It is the mission of the State Committee of Psychologists to serve and protect the public by providing an accessible, responsible and accountable regulatory system that:

- *Licenses only qualified professionals;*
- *Appropriately enforces standards; and*
- *Maintains an open communication network*

